Section 6

Technology

6.1   Intent

Technology should be used to support, improve and further open government, transparency and access to public records.

6.1.1 Systems and Infrastructure

6.1.2 Electronic Document and Web Content Management Systems

The Sunshine Reform Task Force supports the speedy funding and deployment of an Electronic Document Management System and a Web Content Management System to better manage documents and Web content. Electronic management and retrieval of documents are necessary to support sunshine reforms and will give the community and staff faster access to critical information while reducing document printing, storage and retrieval costs.

6.1.3 Ticketing Requests for Public Records

When the City receives a request for public records that requires more than one day to complete, a "ticket" with a unique number should be opened to track the request through a program similar in functionality to a Help Desk Ticket System. When the request is fulfilled, the ticket should be closed.

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6.1.4 Displaying and Recording Votes at Council Meetings

A.   The City should implement technology to display the specific votes of the Councilmembers and the Mayor to (1) the audience in the Council Chambers; and (2) on the video broadcast of the Council Meeting.

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B.   The City should implement a searchable database of each vote by Councilmembers and Mayor and maintain the records of such votes in a manner accessible to the public via the Web as a permanent archive.

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6.1.5 Public Safety and Law Enforcement

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A.   The City's Law Enforcement agencies should pursue development or acquisition of a Records Management System that has the capability to make redactions of information consistent with the recommendations of the Public Records Subcommittee of the Sunshine Reform Task Force and the California Public Records Act.

B.   The Technology Subcommittee commends the City's Police Department for developing one of the better systems for viewing, by neighborhood, information about calls for service. The City should continue to advance its system by clearly labeling crime types (rather than using codes) and providing information about the disposition of the call for service. The Technology Subcommittee hopes that the system will evolve to include the summary field of the report made about the call for service.

6.2   Web site

6.2.1 Navigation and Organization

A.   Users should be able to navigate easily all of the City's web sites to find information. The Technology Subcommittee supports the City in making technology improvements that will enhance the "searchability" of the City's web sites.

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1.   The City's web site's search engine should include all web sites associated with the City and its Departments.

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2.   The City's web site's site map should be organized so that major content areas are identified.

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3.   The City and all City Departments should employ "breadcrumb trails" at the top of each page so that citizens can more easily find information and see where a page is located in the web site hierarchy. (Example: Home page → Section page → Subsection page.)

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B.   City web sites should be organized in a consistent manner:

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1.   Front Page

The City should conduct a "usability assessment" to determine how users use the City's web site and the web sites of the City's Departments. The most frequently used functions and most frequently viewed pages should be placed on the front page of the City's web site.

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2.   Header

a. The City and each Department should maintain a consistent header and navigation menu, whenever possible.

b. Each Department's home page should link to the home page of the City.

c. The City's "logo" should be "clickable" and return the user to the City's home page.

3. Contact Information

Every City Department home page should include, in the same place for each Department, the name of the Department Head, the address and telephone number for the Department, an email contact form or address, and a link to obtain a map and directions to the Department's offices.

4. Footer

The City and each Department should maintain a consistent footer that includes the City's privacy policy, terms of use and webmaster contact information.

5. Titling

The City and each Department should use a consistent scheme for page titles, which includes the name "City of San Jose" and describes, generally, the content on each page. Acronyms should be avoided unless they are well known to the general public.

6. Links

Hypertext links should be consistently identified as such, by underlining and use of a consistent color that differentiates them from other text on the page.

7. Software Download

The City and each Department should include visible links or icons on each page that contains links to documents in a format other than HTML to enable users to download software readers for the posted files.

8. Other Languages

The City and each Department should maintain links to information in other languages when a translation is available.

6.2.2 Website Content

A.   City web sites should contain a glossary to acronyms used on the web site.

B.   "Alt Tags" should be used on graphics to promote accessibility.

C.   The City has made an effort to present a unified portal for bids and proposals. The City should make further efforts to present clearly labeled links to all opportunities for bids and proposals, including, but not limited to considering redundancy in and consolidation of the various applications.

6.2.3 Interactive Services (including eGovernment)

Users should be able to sign up and subscribe to content areas on the City's Web site to enable citizens to receive updates or alerts about issues that interest them. Areas of interest may include departments, council districts, neighborhoods or other subjects.

6.3   Procedures and Best Practices

6.4.1   Posting, Archiving, Access and Document Retention Policies

6.4.1.010   Posting Documents (Including Indexes and Policies)

A.   Every City Department should maintain an index, linked from the Department's home page, of every report with supporting documents made to the City Council or a Council Committee.

B.   The following documents should be posted online:

1.   Budgets (Citywide Retention Schedule, Series No. 308);

2.   Community Development Block Grant Program – Approved Grants (Housing Retention Schedule, Series No. 195);

3.   Community Development Block Grant Program – Program Audits (Housing Retention Schedule, Series No. 197);

4.   Project Development – Loan Underwriting (Housing Retention Schedule, Series No. 209) – $1 million and over;

5.   Project Development – Outside Funding (Housing Retention Schedule, Series No. 210) – $1 million and over;

6.	List of persons earning the highest 100 salaries, along with their compensation;

7.	List of salaries by classification;

8.	Reports – Quarterly or Midyear (IPA Retention Schedule, Series No. 182);

9.	Newsletters – Quarterly or Mid-year (IPA Retention Schedule, Series No. 183);

10.	Police Department Audit – Annual Operational Audit (IPA Retention Schedule, Series No. 185); and

11.	Studies – Statistical Analysis Studies and Reports, Surveys (External and Internal) (IPA Retention Schedule, Series No. 186).

### 6.4.1.020	Archiving Documents

A.	The Technology Subcommittee refers review of the City's retention schedules to the Public Records Subcommittee with specific recommendations as to certain documents.

B.	Email Archive Recommendations
	TBD

Records Manager and Other Staffing Requirements

The Technology Subcommittee supports the City's efforts to hire a Public Records Manager and encourages the City to do so as quickly as possible.

Privacy
	TBD

Note: Exhibits illustrating the recommendations described-above may be displayed at the meeting at which this is presented.